

HOW **tiphaus**[®] STREAMLINED OPERATIONS AND REDUCED TURNOVER BY 31% AT *Ivar's* Since 1938

CUSTOMER NAME

Ivar's

INTERVIEWED

Patrick Yearout

Director of Innovation, Recruiting, and Training

PROJECT OBJECTIVE

Ivar's sought a solution to reward their employees with tips, reduce employee turnover, and save them time when calculating employees tips.



INTRODUCTION

Seattle-based Ivar's is a renowned seafood restaurant chain with a long history in the Puget Sound region of Washington. Prioritizing a commitment to a quality experience for both guests and employees, Ivar's sought to extend tipping practices to their 23 quick-service locations. However, the challenge was finding a system to efficiently and accurately distribute tips while ensuring compliance with regulations. This case study explores how Patrick Yearout, Ivar's Senior Innovation & Recruitment Director, implemented TipHaus, which provided a solution that empowered Ivar's to introduce a new employee benefit, tipping at their quick-service restaurants. This solution streamlined tip distribution and reduced turnover by 31%.

RESULTS

\$8-14

Increase in wages per hour
per employee

50 Hrs

Saved per month in
manual labor

31%

Reduction in
employee turnover

CHALLENGE

Rewarding Quick-Service Employees:

Ivar's quick-service restaurants didn't offer tipping, which limited their ability to reward employees for their hard work. This hindered attracting and retaining top talent in a competitive job market.

High Employee Turnover:

Ivar's faced high employee turnover, which was costly. The financial impact went beyond replacing a vacant position. There was lost knowledge and expertise, time and resources invested in recruiting and training new hires, and the burden placed on remaining staff who had to cover extra shifts.

Logistical Nightmare of Manual Tip Management:

Implementing a manual tipping system for individual quick-service locations presented a logistical nightmare. It would require 50 hours of manual calculations each month, which would be time-consuming, prone to errors, and would take away from serving customers and maintaining smooth operations.

RESULTS

0

Headaches from legal tip compliance

0.5

Guest rating improvement from new feedback program

107

Less staff to train since implementing TipHaus

"We had to hire 339 people between March 2022 - March 2023 before we implemented TipHaus. In the 12 months since we started using TipHaus, beginning of March 2023 to March 2024, we hired 232, so that means we had to train 107 less staff. We also dealt with less interviews, less scheduling interviews, less new uniforms, etc. Besides having to hire a lot less people, TipHaus lead to a 31% decrease in our staff turnover, which is a remarkable impact for any restaurant tool! The only single thing we changed and did differently during that time period was implementing TipHaus."

PATRICK YEAROUT, SENIOR INNOVATION & RECRUITMENT DIRECTOR



Learn how your restaurant can elevate its operations with cutting-edge automatic tip calculation and distribution technology. Get in touch with our sales team at sales@tiphaus.com or [401.375.2536](tel:401.375.2536)

SOLUTION

Ivar's implemented TipHaus

TipHaus, with its user-friendly platform, eliminated these concerns entirely. By automating the entire tip distribution process, **TipHaus not only saved Ivar's countless hours but also ensured accurate and efficient payouts for their deserving employees.** This newfound ability to offer tipping, facilitated seamlessly by TipHaus, became a game-changer for Ivar's. It wasn't just about fixing a broken system; it was about **creating a whole new system – one that empowered employees by offering them a chance to earn more, delighted guests who wanted to show their appreciation, and positioned Ivar's as an even more attractive employer.** The positive impact wasn't just anecdotal. Since implementing TipHaus, Ivar's average guest satisfaction score in quick-service restaurants has jumped from **4.16 to 4.65** (on a scale of 1-5). Additionally, they were able to **reduce hiring by 107 people in a year**, a significant cost savings and a testament to the power of a happy and well-compensated workforce.



Scan to hear why real operators choose TipHaus!

"The beauty of TipHaus is that you can just plug it and forget it, unlike many other restaurant tools. TipHaus won't add any extra work. Besides having a great impact on our staff retention, TipHaus also helped with our guest satisfaction, as the guests are now able to add the tips to their favorite servers and the guest rating has improved by half a star since implementing TipHaus."

PATRICK YEAROUT, SENIOR INNOVATION & RECRUITMENT DIRECTOR



Learn how your restaurant can elevate its operations with cutting-edge automatic tip calculation and distribution technology. Get in touch with our sales team at sales@tiphaus.com or [401.375.2536](tel:401.375.2536)